

MARC Riders Advisory Council Meeting

April 19, 2018

4:30 pm – 6:00 pm

Hall of States, Room 385/388

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:31
- II. Introductions (Steve Chan)
- III. Review of March minutes (Christopher Field Secretary):
 - a February minutes were approved by no objection over email.
 - b No changes to draft March minutes.
- IV. Review of February performance data (Katherine Read, MARC Assistant Chief Transportation Officer)
 - a Corrected March report attached.
 - b Questions:
 - i. What day was the count taken? Count is always taken on a Wednesday on all lines. It was 14 March 2018 this time.
 - ii. The March 2018 counts are missing 6 trains, which is why its ridership is low.
 - iii. Comment that each month has about 20 week days. So late once is about 95% on time performance (OTP). Late twice is about 90% and late 4 times is about 80%.
 - iv. Request for definition of on time for the benefit of the visitors: Arrived at the final destination before 6 minutes after the scheduled arrival time. So a train that arrives 5 minutes and 59 seconds after its scheduled arrival time is "On Time."
- V. Implementation of new MARC ticket machines (Jay Freschi, Vice President, TDM Sales and Operations - The Convention Store)
 - a Jay has worked with MARC for about 16 years providing tickets by mail and is the operator of "Commuter.com"
 - b There was a Power Point presentation (attached). Major points:
 - i. Amtrak machines will not sell MARC tickets after 30 June 2018.
 - ii. New MARC machines will be installed during the week of 25 to 29 June. They will be operational on 1 July.
 - iii. It will be possible to purchase tickets between station pairs that don't include the station at which the purchase is made.
 - iv. All ticket types except the transit link ticket (a combined MARC and WMATA monthly) will be sold including all of the discount versions: senior, student, disabled, etc.:
 1. Discount tickets require manual approval process that includes electronics uploading proof of eligibility, vendor acceptance of eligibility, and exchange of a phone number and pin.
 2. If request is made before 2:00 PM, expect acceptance of eligibility to be done within one or two hours but in general it could take up to 48 hours.

3. When making discount purchase, identity is proven by phone number and pin.
- v. Most machines (29) will be credit/debit card only, but able to accept multiple payments such as a transit benefit debit card plus a personal credit card.
- vi. Eight machines will accept cash in addition to the credit/debit card.
 1. Will also accept mixed payment forms.
 2. Will give change.
 3. Locations include Bowie State, College Park, West Baltimore, 6 St. Paul, BWI garage and BWI baggage claim.
- vii. Machines will be wrapped by MARC logos so that their purpose can't be mistaken.
- viii. Questions:
 1. How will people be notified of the changes? There is an outreach plan including notice on seats, social media, and signs on Amtrak machines indicating that it no longer sells MARC tickets.
 2. How is the reliability of the new machines? Everything is new, so reliability should be good, at least for some time. Machines run an internal diagnostic every 5 minutes and call for help if a problem is found with dedicated service people available.
- c Mobile ticketing status was also discussed:
 - i. Discussions with mobile ticket vendor are nearing the end.
 - ii. Fares are being uploaded to their servers.
 - iii. Mobile monthly tickets will be flash and go to bus drivers. This will clearly require operating training and there may be some glitches when it first starts.
 - iv. Mobile ticketing will roll out end of July.
 - v. Question: Is this the start of time stamped day tickets? No. Time stamped day tickets will require a change to the fare structure which requires public hearings and other outreach

- VI. Discussion of April 16 Penn Line evening service disruption MTA and Amtrak management and RAC members
- a About 4:00 an Acela Express train struck a trespasser while traveling at 125 MPH between New Carrollton and Union Station.
 - b Police treat the location as a crime scene and close the line to all traffic for 2.5 to 4 hours. (This delay was 4 hours 40 minutes.)
 - c Average peak rush hours Penn Line ridership 10,000 people. Providing alternative bus transportation would require about 200 buses, which are not available on short notice.
 - d There were 3 train sets north of the closure and 5 sets & crews trapped in DC, south of the closure. So limited service was offered between New Carrollton and Baltimore/Perryville.
 - e The next day, there was a debrief with MARC, Amtrak, and others. Conclusions:
 - i. Messaging should have been clearer that "this will take considerable time."
 - ii. With Penn Line passengers using the Camden line, those trains over filled. Therefore, alternate line crews must inform station when train is full so boardings can be stopped.

- iii. Camden Line trains must depart Union with some space for people boarding at College park.
- iv. "Next time," might operate a larger Penn Line set on Camden Line, but that would impact next day service because the larger set would over night on the Camden line.
- v. MARC tracker had trouble keeping up with web load. (MARC Tracker was the first operational transit tracking system; installed in late 1990.) Back end has been upgraded to provide increased capacity and bandwidth.
- vi. Union Station passengers were advised to take Metro to New Carrollton. However, the timing of the announcements and the train departures from New Carrollton didn't allow sufficient travel time. At least 1 hour to travel Union to New Carrollton is required.
- vii. There were some complaints about alerts not getting through. There were a total 21 Penn Line alerts sent during the incident. Riders are advised to make sure that www.mtmarylandalerts.com has your current, correct contact information and Alert@MTAMaryland.com is in your address records so the alerts don't go to the spam folder. Don't use work address because many work email systems hold or reject the alerts as spam.
- viii. Questions/comments:
 - i. If a rider changes mobile provider, even while keeping the same phone number, must re-subscribe to receive alerts.
 - ii. There was an expression of appreciation for the long note that was sent to rider after the event.

VII. Penn Line schedule change update David Johnson (DJ), MARC Chief Transportation Officer):

- a Minor adjustment Penn Line.
- b Amtrak train 67, Boston to Virginia Beach, is being delayed because of track work between Trenton and Philadelphia: over night single-track operation with speed restrictions. Because it goes south of DC, it does not have much flexibility, so gets priority over 511.
- c Train 511 will depart Perryville 20 minutes earlier and expects 67 to pass it while boarding at Martin's Airport or Penn Station. Expect 511 to depart Penn on its current schedule with improved on time performance.
- d 511 will return to old schedule after Pennsylvania track work is finished which is expected in the early fall.
- e MARC will operate new diesel locomotives and/or refurbished HPP electric locomotives especially on trains operating north of Baltimore. Their higher acceleration and speed (120 MPH vs the regular diesel (90 MPH) should make it easier to keep those trains on schedule.
- f The council expressed great concern about the short and limited notice of the change to 511. They requested that announcements be made Friday on both the north and south going trains.

VIII. Results of large event weekends in Washington, DC (March 24, April 14) DJ

- a Weekend ridership numbers included in packet.
- b MARC expressed thanks to Jay for ticket machine at Hallethorpe.

- c 24 March ridership was about 3 times normal Saturday ridership.
- d 14 April (Cherry blossom parade) late afternoon ridership was also high.

IX. Old Business

- a. Thanks to and recognition of perspective new members.
- b. Eight new Charger (diesel) locomotives: 3 of the 8 are in service. Good reliability. 125 MPH top speed. The HPP electric locomotives are 80,000 HP (125 MPH top speed). The new Charger diesel locomotives have 4,400 HP (120 MPH top speed) while the current diesel locomotives are 3,600 HP (with a 90 MPH top speed).
- c. Safety stop elimination on Brunswick line? Policy was reinstated.
- d. GTFS real time GPS update? To MARC tracker and released to public. 2 months from operational and available.

X. New Business, including questions and comments from guests:

- a. Email received 23 March from a 23 year commuter upset about weather related service cancelations. Needed to ride Amtrak. Request reimbursement to regular riders under such conditions.
 - i. Reimbursements will not happen.
 - ii. MARC does not suspend service because the Federal Government closes. Often operate an R schedule when government closes. Had there been service on 2 March, people would have been stranded in DC because Amtrak ended service at 3:00 PM that day.
- b. Day after snow day (23 March) only 3 Brunswick trains ran. Second train very over crowded. Third train ran 1 hour late and had low ridership. Can adjustments be made? In the future will use larger train sets for R schedule. When government opens two hours late, MARC always holds the last morning train 90 minutes.
- c. Received request about clamps for wheel chairs? Current wheel chair clamps won't hold most electric wheel chairs. MARC is looking into the problem. But covered by ADA and FRA and need to honor both.

XI. Meeting adjourned at 6:00 PM

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

May 17, 2018 In person

June 21, 2018 Teleconference

July 19, 2018 In person

Reminder: E-mail rail car or station defects to Katherine Read – kread@mta.maryland.gov

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

MRAC		Amtrak		CSX	
Aviva Glaser		Howard Carter	P	Dan Wagner	X
Brian Love	X	Mike Tierney	P	Joe Lisska	L
Charles Enders	P	Justin Waldron	P	Marco Tura	
Cheryl Batis-Harris	L	Shaquana Stephens			
Christopher Field	X				
Dan Sutherland Weiser	X	Bombardier		MTA	
DeMyra Harvey		Amika Anderson	X	Andrea Farmer	X
Jaime Streeter Wilson		Bill Egan	X	David Johnson	X
James Burrows-McElwain		Christopher Bostic		Dean Del Peschio	X
Jeff Jordan		Jeff Gaffney		Josh Wolf	X
Joe Conny	X	Josh McCormack		Katherine Read	X
June Brandt	L	Lee Woodward	X	Kyle Nembhard	X
LaToya R. Griffin	P	Matthew Sturgeon	X	Matt Mitchel	
Kelly Kopeikin				Paul Kryswaty	
Matthew Wingerter				Thomasina Swilling	X
Steve Chan	X	Guests		Toby Johnson	
		John Morris	X		
		Jay Freschi (Commuter	X		

We had several prospective RAC members attend. They were:

Corrine Lopez

Katina Dashiell

John Hendrickson

Judah Prero

JP Carnes-Stine

Atif Adam

Katherine Hodges (phone)



MARC Train Service On-Time Performance March 2018

		Month	Year to Date	Same Month 2017
Brunswick Line	Brunswick	98.32%	98.37%	95.21%
	Frederick	99.14%	97.20%	95.91%
	West Virginia	98.29%	97.78%	93.80%
	<i>Total Brunswick</i>	98.59%	97.78%	94.97%
Camden Line	Camden	96.56%	96.02%	93.57%
	BTS OTP	97.50%	96.84%	94.22%
Penn Line	Baltimore	88.89%	90.78%	89.91%
	Perryville	82.21%	84.72%	89.77%
	Amtrak OTP	85.55%	87.75%	89.84%
				90.84%
MARC SYSTEM TOTAL OTP		90.82%	91.88%	91.53%

MARC On Time Performance Summary

March 2018

Penn Line Weekday

85.60% Month **88.03% Year to Date**

89.36% AM Southbound (Trains 401-523)

82.20% PM Northbound (Trains 426-448)

97.13% AM Northbound (Trains 400-412)

74.36% PM Southbound (Trains 537-579)

Trains below 90% (late more than twice, red-bold lower than 80%):

418 (47% month, 78% YTD)	449 (65% month, 79% YTD)
422 (63% month, 88% YTD)	505 (78% month, 84% YTD)
424 (60% month, 85% YTD)	511 (80% month, 87% YTD)
426 (70% month, 80% YTD)	517 (80% month, 68% YTD)
427 (85% month, 90% YTD)	523/525 (85% month, 87% YTD)
433 (84% month, 93% YTD)	532 (75% month, 82% YTD)
435 (80% month, 92% YTD)	536 (75% month, 82% YTD)
438 (84% month, 90% YTD)	537 (75% month, 83% YTD)
440 (85% month, 88% YTD)	544 (80% month, 77% YTD)
443 (80% month, 89% YTD)	548 (80% month, 82% YTD)
445 (84% month, 90% YTD)	579 (26% month, 40% YTD)
447 (80% month, 88% YTD)	634 (65% month, 80% YTD)

100% for month: 400, 404, 406/410, 407, 408, 410, 412, 423, 429, 554

Penn Line Weekend

96.27% Month **96.26% Year to Date**

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

97.50% Month **96.84% Year to Date**

Brunswick Line

98.58% Month **97.79% Year to Date**

98.85% AM Eastbound 98.31% PM Westbound

Trains below 90% (late more than twice, red-bold lower than 80%):

None

100% for month: 870, 890, 872, 874, 892, 876, 894, 880, 871, 873, 891, 875, 877, 893, 879, 881

Camden Line

96.56% Month **96.02% Year to Date**

97.44% AM Westbound 98.53% PM Eastbound

Trains below 90% (late more than twice, red-bold lower than 80%):

857 (80% month, 92% YTD)

100% for month: 840, 842, 843, 845, 847, 849, 848, 854, 856, 858, 860



	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	50	2	29.6%	40.0%	0	0	0.0%	0.0%	64	5	1.7%	2.3%
CREW	0	0	0.0%	0.0%	12	1	4.5%	7.1%	74	7	1.9%	3.3%
DISPATCHER/INTERFERENCE	90	2	53.3%	40.0%	146	9	55.1%	64.3%	1505	128	39.1%	59.5%
MECHANICAL-EQUIP.	0	0	0.0%	0.0%	67	2	25.3%	14.3%	260	11	6.8%	5.1%
MECHANICAL-HUMAN ERR.	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
PASSENGER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	254	17	6.6%	7.9%
SECONDARY DELAY	29	1	17.2%	20.0%	32	1	12.1%	7.1%	1053	34	27.4%	15.8%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	518	6	13.5%	2.8%
TRACK/CATENARY	0	0	0.0%	0.0%	8	1	3.0%	7.1%	94	4	2.4%	1.9%
WEATHER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	26	3	0.7%	1.4%

MARC Train Cancellations and Terminations

March 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
3/1/2018	P	428	Mechanical - Equipment	Train cancelled due to electric locomotive failure. Passengers accomodated on Trains 532 and 634.
3/1/2018	P	445	Secondary Delay	Train cancelled due to the cancellation of Train 428. Passengers accomodated on Train 447.
3/2/2018	All	All	Weather*	All MARC service suspended due to severe weather.
3/3/2018	P	675, 677, 476, 478	Weather*	Four trains cancelled due to severe weather. First southbound train was 481 and first northbound train was 482.
3/5/2018	P	438	Mechanical - Equipment	Cancelled due to no available locomotives. Passengers accomodated on Train 440. Train 536 added a stop at BWI.
3/5/2018	P	447	Secondary Delay	Train cancelled due to the cancellation of Train 438. Passengers accomodated on Amtrak train 85.
3/8/2018	P	438	Mechanical - Equipment	Train cancelled due to electric locomotive failure. Passengers accomodated on Train 440
3/9/2018	P	413	Secondary Delay	Train cancelled due to no equipment available from previous cancellation of Train 438. Passengers accomodated on Train 415 and 517.
3/13/2018	P	Multiple	Security	Fire adjacent to Penn Line near West Baltimore station, all Penn Line service suspended from 1:30 to 3:30pm, remainder of afternoon trains significantly delayed due to equipment and crews being out of position.
3/15/2018	P	422	Dispatcher/Interference	Cancelled due to a disabled Amtrak train between Washington and New Carrollton. Passengers accomodated on delayed Train 520, which operated on Train 422's schedule.
3/15/2018	C	850	Mechanical - Equipment	Terminated at St. Denis due to diesel locomotive failure. Train 852 coupled and pushed into Camden Yards.
3/21/2018	All	All	Weather*	All MARC service suspended due to severe weather.
3/22/2018	All	All	Weather*	All MARC service operated on the R schedule due to lingering effects from snowstorm.

**March 2, 3, 21, and 22 weather related suspensions of service do not count against OTP.*

MARC Train Service
Weekday Station Boardings Comparison Report
March 2018 vs. March 2017

Penn Line	North 2018	South 2018	Total 2018	North 2017	South 2017	Total 2017
Perryville	0	134	134	0	156	156
Aberdeen	1	156	157	0	184	184
Edgewood	3	204	207	0	206	206
Martin Airport	3	230	233	8	290	298
Penn	145	2,700	2,845	106	3,042	3,148
West Baltimore	5	692	697	9	723	732
Halethorpe	18	1,266	1,284	24	1,211	1,235
BWI	254	1,940	2,194	103	1,893	1,996
Odenton	90	1,717	1,807	150	2,491	2,641
Bowie	118	481	599	117	587	704
Seabrook	27	305	332	31	385	416
New Carrollton	410	393	803	565	487	1,052
Washington, Union Station	8,556	0	8,556	10,713	0	10,713
Totals	9,630	10,218	19,848	11,826	11,655	23,481

*Counts not provided for six trains

Camden Line	East 2017	West 2017	Total 2017	East 2017	West 2017	Total 2017
Camden	0	257	257	0	397	397
St. Denis	0	7	7	0	10	10
Dorsey	20	535	555	23	623	646
Jessup	0	0	0	0	0	0
Savage	20	351	371	12	444	456
Laurel Race Track	0	0	0	0	1	1
Laurel	60	627	687	47	640	687
Muirkirk	32	438	470	33	365	398
Greenbelt	38	28	66	49	16	65
College Park	153	42	195	119	24	143
Riverdale	20	57	77	16	39	55
Washington, Union Station	2,151	0	2,151	1,899	0	1,899
Totals	2,494	2,342	4,836	2,198	2,559	4,757

Brunswick Line	East 2018	West 2018	Total 2018	East 2017	West 2017	Total 2017
Washington, Union Station	0	3,141	3,141	0	2,586	2,586
Silver Spring	63	494	557	27	412	439
Kensington	194	13	207	138	17	155
Garrett Park	73	0	73	52	1	53
Rockville	235	285	520	182	246	428
Washington Grove	63	1	64	38	0	38
Gaithersburg	472	49	521	440	37	477
Metropolitan Grove	257	12	269	287	9	296
Germantown	867	19	886	719	14	733
Boyds	16	0	16	20	0	20
Barnesville	71	0	71	70	0	70
Dickerson	17	0	17	23	0	23
Point of Rocks	290	0	290	380	0	380
Monocacy	320	0	320	156	0	156
Frederick	106	0	106	92	0	92
Brunswick	332	0	332	445	0	445
Harpers Ferry	43	0	43	76	0	76
Duffields	53	0	53	141	0	141
Martinsburg, WV	65	0	65	105	0	105
Totals	3,537	4,014	7,551	3,391	3,322	6,713

**MARC Train Service
Penn Line Station Boardings Report
Saturday, March 17, 2018**

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	18	18	0%	0%
Penn	0	1,330	1,330	31%	31%
West Baltimore	0	102	102	2%	2%
Halethorpe	0	135	135	3%	3%
BWI	1	580	581	14%	14%
Odenton	10	215	225	5%	5%
Bowie	33	22	55	1%	1%
Seabrook	0	0	0	0%	0%
New Carrollton	171	25	196	5%	5%
Washington, Union Station	1,595	0	1,595	38%	38%
Totals	1,810	2,427	4,237	100%	100%

**MARC Train Service
Penn Line Station Boardings Report
Sunday, March 18, 2018**

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	10	10	0%	0%
Penn	5	1,642	1,647	32%	32%
West Baltimore	2	71	73	1%	1%
Halethorpe	3	183	186	4%	4%
BWI	7	537	544	11%	11%
Odenton	14	231	245	5%	5%
Bowie	13	73	86	2%	2%
Seabrook	0	0	0	0%	0%
New Carrollton	111	61	172	3%	3%
Washington, Union Station	2,160	0	2,160	42%	42%
Totals	2,315	2,808	5,123	100%	100%

March 24, 2018 - MARC Train Ridership Summary

AM Ridership southbound to Washington: 4,830

PM Ridership northbound from Washington: 4,676

Other off-peak trains
(Northbound AM, Southbound PM, and late night): 3,238

Total Ridership on March 24: 12,744

*Second highest weekend ridership day in history of MARC weekend service
(Weekend service began in December 2013)*

April 14, 2018 - MARC Train Ridership Summary

AM Ridership southbound to Washington: 2,795

PM Ridership northbound from Washington: 2,524

Other off-peak trains
(Northbound AM, Southbound PM, and late night): 3,364

Total Ridership on March 24: 8,683

Highest weekend day: Million Women March, January 21, 2017 28,800
(second highest day ever in the history of MARC, #1 day ever was Obama's first Inauguration)
Third highest weekend: Cherry Blossom Day, April 12, 2014 10,500

NEW
Ticket Vending
Machines



Why new ticket vending machines?

- ▶ Allows customers to select any origin and destination in the MARC system from any machine
- ▶ Allows two or more payments if needed (think employer debit cards)
- ▶ After registering for the program, passengers can purchase discounted passes if eligible

Why new ticket vending machines?

- ▶ Cash vending machines deployed across the MARC stations (8 total)
- ▶ Both Monday-Friday and Saturday-Friday weekly passes available
- ▶ Sells MTA Commuter Bus Tickets
- ▶ Customers can use SmartBenefits after signing up on www.commuterdirect.com/tvm

Credit-Only Ticket Vending Machines

- ▶ Accepts all major brands of credit cards, plus employer sponsored debit cards (TRANServe, Wage Works, Go Cards....)
- ▶ Deployed to locations throughout all three MARC lines
- ▶ Allows customers to use Apple Pay and Google Pay
- ▶ Accepts newer “Tap” cards as well as chip enabled cards



Credit and Cash Ticket Vending Machine

- ▶ These machines will be deployed at various stations across the MARC network. Initially, a total of 8 machines in service by July 1, 2018
- ▶ Allows customers to make purchases using cash, credit or a combination of both
- ▶ Accepts \$20, \$10, \$5 and \$1 bills
- ▶ Provides change in \$5 and \$1 bills, plus quarters and nickels as needed



Thank you for your time.
Questions?

Jay A. Freschi, Jr.
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The Convention Store, Inc is a Millersville,
MD based company